Downloaded from <https://www.velvetjobs.com/job-descriptions/rep-bilingual>

# Example of Rep, Bilingual Job Description

Our company is growing rapidly and is looking for a rep, bilingual. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for rep, bilingual

* Answer all queries relating to our products, pricing, replacements / substitutes, availability and ETAs on backorders, invoicing and customer account status
* Training will be provided including classroom, online and side-by-side observations
* Creates and delivers solutions to effectively configure, price, quote and process requests for specific storage component product opportunities
* Routinely provides education and technical guidance for product alternatives and cross-reference assistance
* Uses market expertise and experience to evaluate and analyze applicable programs, promotions and add-ons
* Routinely negotiates terms, , pricing, freight, return privileges, product substitutions, insurance, terminations
* Handle and carefully respond to all military (including family) member inquiries
* Provide excellent member care through active listening
* Complete a full review of member accounts for cost saving opportunities
* Work with confidential member information and treat it sensitively

## Qualifications for rep, bilingual

* Preferred experience in a sales environment requiring weekly/monthly sales goals, AND/OR
* The paid training schedule is 8 weeks, Monday-Friday, 8AM-5PM OR 9AM to 6PM for the first 4 weeks
* Report and resolve issues pertaining to inventory allocation for defined customer base
* Support new programs and processes for customer as required
* Resolve past due dollars in a timely manner
* Champions customer service within the organization to ensure that corporate policies & processes are executable and cost effective within the department